

### III. SCOPE OF WORK

Below is a description of the basic service requirements and expectations Offerors will be expected to meet if awarded a contract to provide the services stated in this RFP.

Because only successful Offerors will be allowed to provide these services, the term “Contractor” is used throughout this section rather than “Offeror.”

#### A. GENERAL DESCRIPTION OF SERVICE

The Department of Human Services, Division of Child and Family Services (DHS/DCFS), recognize there are parents who are at risk of, or who are, abusing or neglecting their children. Often these parents are unable to benefit from traditional parenting classes. The “Peer Parenting” program has been created to provide individualized parenting instruction to parents in their own homes for the purpose of reducing the risk of abuse or neglect with an end goal of maintaining family unity or re-unifying the family with safe and healthy parenting skills. Subjects taught include, but are not limited to parenting skills, communications, home management, and how to access community resources. Peer Parenting is an individualized, skill-based teaching opportunity based on the conviction that parents and children are best served when united as a family in a safe and nurturing environment.

#### B. DEFINITIONS

For purposes of this Scope of Work, the following definitions apply:

1. **Administrative Staff:**

The Contractor’s management staff that do not supervise or provide direct services to Clients

2. **Applicant:**

An individual who has requested a background screening.

3. **Background Screening:**

The review of an applicant's criminal history and/or child/adult abuse, neglect, or exploitation history through one or more criminal, abuse, neglect, or exploitation databases for the purpose of determining whether the applicant may have direct access to DHS clients.

4. **Case Manager:**

A DHS/DCFS employee with primary responsibility for managing a foster care or in-home services case.

5. **Child and Family Team:**

A Child and Family Team consists of individuals that participate in planning, providing, and monitoring supports and services for the Client and family, such as the Case Manager, service provider, Client, family members, community specialists, friends, and other interested people.

6. **Client(s):**

Custodial caretakers; i.e., parents or legal guardians who have abused or neglected the children residing in their home, who are at risk of abusing or neglecting the children residing in their home, or who have children returning home from foster care.

7. **Client Identifying Information:**

Any information that identifies or leads to the identity of the Client or Client's family. Identifying information may be verbal or written communication, photographs or digital images and video clips, and data.

8. **Contract Monitor:**

Division staff that provide consultation and technical assistance to Contractors and Division staff for compliance with all contract requirements, and reviews and approves or denies submitted billings. DHS/DCFS Contract Monitors are also known as Contract Coordinators.

9. **DHS/DCFS Worker Referral Form:**

A form developed and completed by DHS/DCFS that refers families to the Contractor for Peer Parenting services.

10. **Direct Access:**

An individual has, or likely will have, contact with or access to a client that provides the individual with an opportunity for personal communication or touch, and "direct supervision" means that the person being supervised is under the uninterrupted visual and auditory surveillance of the person doing the supervising

11. **Direct Supervision:**

The person being supervised is under the uninterrupted visual and auditory surveillance of the person doing the supervising.

**12. Division:**

The Division with which this Contract is written (DHS/DCFS).

**13. Evidence-Based Practice:**

A DHS/DCFS Director-approved modality, practice, strategy, or a formal program based on research that has been independently validated through scientific methodology in which findings have demonstrated effective and measurable outcomes for children and youth.

**14. Evidence-Informed Program:**

A DHS/DCFS Director-approved treatment or program modality integrating best available strategies that have some quantitative data showing positive outcomes over a period of time, but do not have enough scientific research or replication to demonstrate effective outcomes for the target population. This informed practice allows for innovation and incorporates the lessons learned from the existing research literature.

**15. Face-to-face:**

The Client is present with the qualified provider in the setting in which the service is being provided.

**16. Family:**

Family includes the Client's biological family of origin, a kinship caregiver's family, adopted family, or other identified permanent caregiver's family.

**17. Fidelity:**

Monitor the implementation quality and treatment fidelity to ensure programs are delivered the way in which they were designed and intended to maximize program success and recidivism reduction.

**18. Foster:**

The provision of substitute care which is conducive to the physical, social, emotional and mental health of children or adjudicated youth under the age of 21 who are temporarily unable to remain in their own homes but are able to participate in family and community life without danger to themselves or others. Clients in foster care are placed in the care of DHS/DCFS.

A generic term for an out of home family-based placement which includes “proctor”. For example, a reference or requirement relating to a foster parent includes a certified proctor parent, foster care includes proctor care, and a foster home includes a certified proctor home.

**19. Parent:**

The biological parent of origin, legal guardian, a kinship caregiver, adopted parent, or other identified permanent caregiver.

**20. Parenting Instructional Plan:**

An individualized written plan developed by the Peer Parent in coordination with the Client that contains measurable treatment goals and addresses the activities that will occur to assist the Client in improving the Clients’ family functioning based on the assessed service needs.

**21. Peer Parent:**

An employee or subcontractor of the contractor who provides Peer Parenting services to a Client referred by the Division.

**22. Purchased Service Authorization (PSA):**

An authorization to purchase specific services from a contracted provider.

**23. Regional Peer Parenting Plan:**

The annual plan created by the Contractor with the DHS/DCFS Regional Designee which includes goals and a detailed summary of the Peer Parenting services to be provided during the next fiscal year.

**24. Volunteer:**

A person who performs a service willingly without pay.

**C. DESCRIPTION OF THE POPULATION TO BE SERVED**

The Contractor shall provide Peer Parenting services to custodial caretakers; i.e., parents or legal guardians (Clients) who have abused or neglected the children residing in their home, who are at risk of abusing or neglecting the children residing in their home, or who have children returning home from foster care. Clients shall be referred to the Contractor by DHS/DCFS and shall receive services through DCFS and Peer Parenting concurrently.

**D. SERVICE LOCATIONS AND CASELOADS**

The Contractor shall provide Peer Parenting services in the Client's home within one or more of the following geographic areas (depending on its award) and have the capacity to meet the minimum caseload requirements specified for each area served. The Contractor shall have Peer Parenting Services available throughout the entire region(s) for which it receives a contract.

List of Regions:

1. **NORTHERN REGION SPECIFIC:**

The Contractor shall have the capacity to serve a minimum of 190 families annually with a minimum of 16 new families per calendar month throughout the duration of the Contract.

2. **SALT LAKE VALLEY REGION SPECIFIC:**

The Contractor shall have the capacity to serve a minimum of 160 families annually with a minimum of 14 new families per calendar month throughout the duration of the Contract.

3. **WESTERN REGION SPECIFIC:**

The Contractor shall have the capacity to serve a minimum of 175 families annually with a minimum of 15 new families per calendar month throughout the duration of the Contract.

4. **EASTERN REGION SPECIFIC:**

The Contractor shall have the capacity to serve a minimum of 80 families annually with a minimum of 7 new families per calendar month throughout the duration of the Contract.

5. **SOUTHWEST REGION SPECIFIC:**

The Contractor shall have the capacity to serve a minimum of 65 families annually with a minimum of 6 new families per calendar month throughout the duration of the Contract.

**E. CONTRACTOR'S QUALIFICATIONS**

The Contractor shall:

1. Maintain registration with the Utah Department of Commerce, unless it is a sole proprietor;
2. Have a current business license from the local municipality in which its business

office is located.

3. Provide Peer Parenting Services using the evidence-based Systematic Training for Effective Parenting (STEP) curriculum.
4. Recruit, hire, train and develop a team of Peer Parents to ensure a quality match between the strengths of the Peer Parents and the needs of the DHS/DCFS Clients referred for services.
5. Have knowledge of community resources available in the service area.

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#### F. STAFF QUALIFICATIONS

1. Peer Parent Supervisor(s): All Peer Parents shall be supervised by an individual who has:
  - a. A minimum of a Bachelor's Degree in human services or a related field; i.e., psychology, sociology, child development, social work; and/or
  - b. At least two years professional child welfare related work experience working directly with children and/or families.
2. Peer Parent(s):
  - a. All Peer Parents shall be a minimum of 21 years of age or older.
  - b. The Contractor shall maintain at least two Peer Parents who speak Spanish fluently in each region for which they have a contract to provide services.

Commented [JS3]: How to measure? Resume, copy of bachelor's degree?

Commented [JS4]: Measureable? And if the agency is not able to have or maintain two Peer Parents who speak Spanish fluently...?

#### G. TRAINING REQUIREMENTS

The Contractor shall ensure that all of the following training requirements are ~~met~~completed:

1. All StaffPeer Parents, Peer Parent Supervisors, Volunteers and Administrative Staff are trained and receive at a minimum two hours of training on the following topics within the first week of employment or within one week of commencement of this contract and **prior to working with Clients**. The Contractor shall obtain employee signature or electronic verification that employees understand the training they have received.
  - a. Orientation to the requirements of this Contract;
  - b. Recognizing child abuse and neglect and legal reporting requirements;
  - c. Review of the DHS Provider Code of Conduct, which is then signed and placed in the individual's personnel file;

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- d. Contractor's emergency management procedures, including emergency response and evacuation procedures if a crisis arises while the Contractor and/or staff are working directly with Clients.
- e. Abuse and Harassment training, including but not limited to physical, emotional, and sexual abuse and harassment, for all ~~staff~~ coming in contact with Clients that includes the following:
  - (1) A zero-tolerance policy for abuse and harassment,
  - (2) How to comply with Contractor's abuse and harassment prevention and response policy and procedures,
  - (3) A Client's right to be free from abuse and harassment,
  - (4) The right of Clients and employees to be free from retaliation for reporting abuse and harassment,
  - (5) How to detect and respond to signs of threatened and actual abuse,
  - (6) How to avoid inappropriate relationships with Clients,
  - (7) How to comply with laws related to mandatory reporting of abuse to outside authorities,
  - (8) Laws regarding unlawful sexual activity with a minor.

**Commented [JS6]:** Administrative Staff and Peer Parents

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2. Peer Parent Supervisors and Peer Parents:

**The Contractor shall ensure that all of the following ~~staff~~ training requirements are ~~met~~ completed within the first 30 days? and prior to working with Clients.**

a. **Prior to providing Peer Parent services:**

- (1) Complete the training listed in G1 above and an additional 12 hours of training that includes, at a minimum, the items listed below.
  - (a) Child development and behavior management; how child abuse, neglect, trauma, and unstable family dynamics affect normal child development;
  - (b) Home management;
  - (c) Community resources; and

- (d) Systematic Training for Effective Parenting (STEP) curriculum.

b. Ongoing Training:

Within six months of the commencement of this contract, or within six months of the date of hire for staff hired after the commencement of this contract, all Administrative Staff, all Peer Parent Supervisors, and all Peer Parents shall attend the DHS/DCFS Practice Model Training.

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- (1) All Peer Parent Supervisors and all Peer Parents shall complete 12 hours of ongoing training annually. Ongoing training shall include, at a minimum, the following:

- (a) Staffing individual cases;
- (b) Reviewing overall program outcomes for the purpose of program improvement;
- (c) Working with difficult families; and
- (d) Conflict resolution strategies including de-escalation Contractor's emergency management procedures, including emergency response and evacuation procedures if a crisis arises while the Contractor and/or staff are working directly with Clients); and
- (e) A review of the requirements of this Contract., and
- (f) A review of the DHS Provider Code of Conduct, which is signed and placed in the personnel file annually; and
- ~~(g)~~ (g) A review of the Systematic Training for Effective Parenting (STEP) curriculum.

**Commented [JS9]:** What would this look like?

**Commented [JS10]:** From G1. Should we use the same language?

3. Assessments for all Training:

Develop and implement a method to assess and measure the staff's understanding of the information and materials presented in each training session. The following are examples of types of measurements that may be used:

- a. Testing and scoring; and
- b. Written summary of training content.



4. Documentation for all training shall include:

- (1) Title and brief description of course content;
- (2) Date training completed;
- (3) Duration of training course;
- (4) Instructor name and qualifications (if applicable) that relate to the subject matter;
- (5) Signatures of ~~employees~~ Peer Parents who completed the training; and
- (6) Documentation of each ~~employee's~~ Peer Parents's competency in the training

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#### **H. BACKGROUND SCREENING REQUIREMENTS**

**For purposes of this Contract, "direct access" means that an individual has, or likely will have, contact with or access to a client that provides the individual with an opportunity for personal communication or touch, and "direct supervision" means that the person being supervised is under the uninterrupted visual and auditory surveillance of the person doing the supervising.**

The Contractor shall ensure all staff with direct access to Clients passes a Bureau of Criminal Identification (BCI) background screening and a child abuse registry check prior to having direct access to Clients and annually thereafter. The Contractor and its staff with direct access to Clients shall have no prior or subsequent felony convictions or convictions of any kind involving crimes against persons. In addition, the Contractor and its staff with direct access to Clients shall have no substantiated/supported findings of child abuse or neglect recorded in the State's Automated Child Welfare Information System (SACWIS). The Contractor shall provide all authorizations and releases allowing the Contractor to share the results of the BCI screenings with DHS/DCFS.

1. The background screening applications and clearances required pursuant to this Contract shall be:
  - a. Requested within 30 days of initial hire for all new staff;
  - b. Conducted annually thereafter within 12 months of the prior background screening clearance date;
  - c. Maintained in each applicant's personnel file.
2. If an individual fails to obtain an annual background screening clearance within

12 months of the prior clearance date, the individual shall have no direct access to Clients until the Contractor receives written verification that a current background screening clearance is obtained.

3. The Contractor shall not permit an applicant whose background screening has been **denied** to have any direct access to clients.

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## **I. CHILD PROTECTIVE SERVICES (CPS) INVESTIGATIONS**

The Contractor shall:

1. Follow mandatory reporting laws when child abuse or neglect is suspected.
2. Cooperate with investigators conducting the CPS investigation when an allegation of child abuse or neglect is made against the Contractor or any of the Contractor's staff, volunteers or subcontractors.
3. If the Contractor reported or is otherwise aware that an allegation of child abuse or neglect has been made against the Contractor or any of the Contractor's staff, volunteers or subcontractors, the Contractor shall suspend further placements in the home until the CPS investigation is completed and a determination made regarding to the allegation. The Contractor shall comply with the determination made by the Division in regards to current Client placement and other safety provisions.
4. Keep knowledge of a CPS investigation confidential.
5. If the Contractor is aware that an allegation of child abuse or neglect has been supported against the Contractor or any of the Contractor's staff, volunteers or subcontractors, the Contractor shall send a written notification within one business day to the DHS/DCFS Background Screening Coordinator. The Contractor shall comply with the determination made by the Division in regards to current safety provisions.

## **J. QUALITY ASSURANCE**

The Contractor shall maintain a working internal quality assurance process for their program that includes, at a minimum, the following elements:

1. An interdisciplinary committee that evaluates all aspects of the Contractor's organization as well as the quality of services delivered to ensure continuous quality improvement.
2. An interdisciplinary committee that meets at least quarterly and has the authority to make needed changes or to report its recommendations directly to the Contractor's executive director.

3. A systematic data collection of service performance and Client results and a systematic process to evaluate the data and results. This may include Client satisfaction surveys.
4. A process to implement changes as a result of the quality assurance data analysis, recommendations of the quality assurance committee, or recommendations of the Division based on program or contract audits or reviews.

**K. GENERAL SERVICE REQUIREMENTS**

The Contractor shall:

1. Develop a written Regional Peer Parenting Plan in coordination with the DHS/DCFS Regional Designee and based on an assessment of regional needs for families being served by DHS/DCFS for each DHS/DCFS region in which it is awarded a contract.
  - a. Coordinate with the DHS/DCFS Regional Designee and/or DHS/DCFS State Office Designee within 90 days of commencement of this contract to conduct a needs assessment in order to determine the number of Peer Parents needed and the number of cases the Contractor should serve through peer parenting to meet the specific needs of the region.
  - b. Create the written Regional Peer Parenting Plan from the information obtained in the needs assessment within 90 days of commencement of this contract and annually thereafter. The Regional Peer Parenting plan shall include:
    - (1) The number of Peer Parents to be recruited and trained during each annual contract period;
    - (2) The number of Peer Parents needed with specific skills sets (such as Peer Parents who speak a foreign language);
    - (3) Approximately how many DHS/DCFS cases the Contractor will serve within the year; and
    - (4) Any additional goals requested by each DHS/DCFS region that are consistent with the scope of work of this Contract.
  - c. Ensure that at least one of the objectives of each Regional Peer Parenting Plan is to maintain or increase the number of Peer Parents and the number of Clients served..

- d. Ensure the Contractor, the DHS/DCFS Regional Designee, and the DHS/DCFS State Office Designee sign and approve the Regional Peer Parenting Plan annually.
  - e. Review the Regional Peer Parenting Plan with the DHS/DCFS Regional Designee a minimum of every six months.
  - f. Ensure updates or revisions to the Regional Peer Parenting Plan are made through a written addendum to the Regional Peer Parenting Plan. The addendum must be approved through signature of the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee before updates or revisions can be implemented.
2. Ensure Peer Parent recruitment activities include, but are not limited to, the following:
    - a. Recruiting Peer Parents who reflect the population characteristics they will be serving while also targeting the currently licensed resource families in the DHS/DCFS Regional Recruitment Plan.
    - b. Tracking and engaging individuals who have demonstrated an interest in becoming Peer Parents by:
      - (1) Following up with prospective Peer Parents that have made an inquiry;
      - (2) Providing timely training opportunities to prospective Peer Parents so they can become trained; and
      - (3) Providing prospective Peer Parents with information and resources necessary to resolve their concerns during the training process.
  3. Attend Peer Parent Coordinating meetings when requested by the DHS/DCFS State Office Designee. Meetings are generally held on a quarterly basis.
  4. Develop and implement an annual process to evaluate the quality of the service provided by each individual Peer Parent and to ensure the STEP curriculum is being utilized with fidelity. The annual process must include a plan to remediate any performance deficiencies noted in the evaluations of Peer Parents.

#### **L. PROGRAM SERVICE REQUIREMENTS**

1. Evidence Based Core Curriculum:
 

Use the research-based parenting program. Systematic Training for Effective Parenting (STEP), as the core curriculum. The STEP core curriculum may be

supplemented by other training material for subjects not covered by the STEP curriculum to meet the individualized needs of each Client. The supplements will not replace STEP core curriculum. Supplemental material must be approved in writing by the State Office Designee. The author of the STEP parenting program is STEP Publishers. Information regarding the STEP parenting curriculum can be found at the STEP Publishers' website at the following URL:  
<http://www.steppublishers.com/>.

2. Peer Parent Supervisor:

All Peer Parents shall be supervised in their duties and responsibilities by a Peer Parent Supervisor. The Peer Parent Supervisor shall be responsible, at a minimum, for the following:

- a. Ensure all Client referrals are assigned to a Peer Parent within five working days of receipt or completion of the referral unless there is a waiting list;
- b. Review with each Peer Parent the progress, issues and/or concerns of each Client on the Peer Parent's caseload;
- c. Address and resolve any Client complaints;
- d. Ensure all Client files include and maintain the required documentation;
- e. Ensure all Peer Parents receive the above identified training prior to providing services; and,
- f. Ensure Peer Parents comply with the requirement of the STEP program being used as the core curriculum.

3. Service Coordination: The Contractor shall:

- a. Assign a Peer Parent within five business days of receipt of a completed Peer Parent Case Referral and obtain a Purchase Service Authorization (PSA) from the DHS/DCFS Regional Designee and/or the DHS/DCFS Case Manager.
- b. Notify the DHS/DCFS Case Manager and/or DHS/DCFS Regional Designee of any service delay or waiting list placement and provide the estimated date the service shall begin, within five working days of the referral.
- c. Provide the following after the referral form is received:
  - (1) Initial Assessment. Complete an initial assessment including

administering a pre-assessment tool from the STEP curriculum.  
The Contract shall:

- (a) Contact the Client within five business days of the referral being assigned to a Peer Parent to set up an initial assessment appointment to determine Client service needs.
- (b) Document and notify the DHS/DCFS Case Manager within seven business days of assigning the referral to a Peer Parent of any scheduling difficulties, lack of follow through by the Client, and any other barriers encountered.
- (c) Notify the DHS/DCFS Case Manager of the initial assessment appointment and coordinate with the DHS/DCFS Case Manager to attend the initial assessment appointment and/or provide information to be included in the initial assessment.
- (d) **Document in each Client's file, notification of the DHS/DCFS Case Manager indicating the date and type of notification (i.e., email, office or cell phone).**
- (e) Complete the initial assessment within 10 business days from the assignment of the referral to a Peer Parent and provide an electronic copy of the initial assessment to the DHS/DCFS Case Manager. The information in the initial assessment shall be obtained from the Client(s), observation of the Client(s) in their home environment, and input from the DHS/DCFS Case Manager.
- (f) Include, at a minimum, in the initial assessment document:
  - (i) Client's education level;
  - (ii) Cultural norms;
  - (iii) Parenting traditions;
  - (iv) Peer Parent's observations of the Client(s) in their home environment; and
  - (v) Input from the DHS/DCFS Case Manager;
  - (vi) The client's knowledge and skills related to any other life skills such as, home management, financial management and nutrition and knowledge

of community resources; and

- (vii) Results of the pre-assessment tool (refer to “5”below).
  - (g) Include on the initial assessment, the date the initial assessment was completed, signature of the individual conducting the initial assessment and the date it was ~~sent~~ emailed to the DHS/DCFS Case Manager.
- (2) Parenting Instruction Plan. Develop a written individualized parenting instructional plan based on the initial assessment. The Contract shall:
- (a) Complete a written individualized parenting instructional plan within 15 business days from assignment of the referral to a Peer Parent and forward an electronic copy ~~it~~ to the DHS/DCFS Case Manager. The written parenting instructional plan shall focus on the Client’s individualized needs outlined in the initial assessment. The Contractor shall ensure the written parenting instructional plan addresses the Client's individualized strengths and needs in the following areas:
    - (i) Consistent implementation of effective parenting skills, including positive reinforcement, setting appropriate limits, family rules and use of non-corporal discipline techniques;
    - (ii) Knowledge of developmental stages, age appropriate expectations and interactions with children;
    - (iii) Communication skills, such as reflective listening, use of “I” messages, appropriate expression of anger and clear effective commands;
    - (iv) Maintenance of a clean, safe environment including child-proofing the home and maintaining a minimum level of cleanliness;
    - (v) Planning nutritious, economical meals;
    - (vi) Making and following a home budget; and
    - (vii) Community involvement, community

resources/services and social support.

- (b) Complete each parenting instructional plan to also include:
  - (i) Goals designed to improve the Client's parenting skills. Goal must be measurable and developed in conjunction with the Client and DHS/DCFS Case Manager. The goals must be time limited, and address the specific needs identified in the pre- and initial assessments;
  - (ii) Specific method (instruction, role playing, modeling or referral to community services/resources such as medical, educational, social) that will be used to achieve each goal;
  - (iii) Schedule for service delivery, including the expected frequency and duration of each service method;
  - (iv) A schedule for reviewing the Client's progress and updating the instructional plan;
  - (v) The date instructional plan was completed and signature of the person preparing the instructional plan; and
  - (vi) The date the completed plan was ~~sent~~ emailed to the DHS/DCFS Case Manager.
- (3) STEP Parenting Curriculum. Teach the STEP parenting curriculum and any other pre-approved supplemental materials, as described in Section III, Part J, 1 above, to the Client as outlined in its parenting instructional plan.
  - (a) Peer Parents may supervise visitation between Clients and children when the visitation is part of the STEP curriculum.
- (4) Assess Client's progress toward meeting service objectives/goals and document in progress report.
- (5) DHS/DCFS Child and Family Team Meetings (CFTM). The Contractor shall:
  - a. As requested by the DHS/DCFS Case Manager, attend the DHS/DCFS CFTM and report on the Client's progress;



- b. Document attendance at the CFTM by indicating the meeting date in the Client's file; and
  - c. Bill for time the Peer Parent attends CFTM's, up to a maximum of three units per meeting. Time billed for Peer Parent attendance at a CFTM are in addition to the eight units of service allowed for home visits during a week. The PSA authorization shall include authorized units to attend the CFTM.
- (6) Discharge Summary. Complete a discharge summary. The Contractor shall:
- (a) Within 30 days of the last home visit, complete a discharge summary on each Client that includes, at a minimum, the following information:
    - (i) The date of the last home visit;
    - (ii) Progress/lack of progress on each goal;
    - (iii) Timeline of services provided;
    - (iv) Referrals to community resources;
    - (v) Results of the post-assessment;
    - (vi) Reason for closure and date of closure;
    - (vii) Signature of Peer Parent; and,
    - (viii) Date ~~sent~~ emailed to the DHS/DCFS Case Manager.
  - (b) Maintain a copy of the discharge summary in the Client's file.
- (7) Evaluation Form: Offer the Client an opportunity to complete an evaluation form. The Contractor shall:
- (a) Develop an evaluation form and encourage Clients to give feedback about the peer parenting services received. The evaluation form shall include, at a minimum:
    - (i) The Client's name(s);

- (ii) Dates of peer parent services; and
  - (iii) Client's general opinion of the peer parent service.
  - (iv) If the Client refuses to complete this evaluation, the Contractor shall document this with a note in the Client's file.
- d. **Waiting List.** Maintain a waiting list, if the Contractor receives more referrals for Clients than it can serve.

4. **Pre and Post Assessment Tool:**

The Contractor shall use the evidence-based pre- and post-assessment tools provided by the STEP curriculum to measure the Client's understanding of basic parenting concepts. The pre-assessment will be given at initial assessment and the post-assessment will be given at the close of the service. A copy of the pre and post assessments will be provided to the DHS/DCFS Case Manager at the close of service.

5. **Service Delivery:**

The Contractor shall ensure the following requirements are met:

- a. Teach Clients the STEP curriculum with fidelity to the program design.
- b. Present parent-oriented individualized face-to-face lessons, utilizing the methods of instruction, role playing, and modeling as outlined in the instructional plan.
- c. Assist Clients in accessing other community services/resources as also outlined in the parenting instructional plan. It is expected that these services will improve and strengthen the Clients' ability to parent their children, understand the developmental stages of their children, communicate, and manage their homes.
- d. Initial Peer parenting episodes shall be for a maximum period of 120 calendar days from the first face to face visit between the Client(s) and the Peer Parent.
  - (1) If the Client is still in need of services after the initial 120 day episode, the Contractor may request to extend the Peer Parent services for a maximum of 60 days and document the reason for the extension.

- (a) The documentation for the extension must be submitted in writing to the DHS/DCFS Case Manager and/or other DHS/DCFS region designated staff, with a request for a new PSA.
    - (b) No services shall be provided without the written approval and signed PSA from the DHS/DCFS Case Manager.
  - (2) If the Contractor assesses the family is in need of services beyond the first 60 day extension period identified above (1), the Contractor shall:
    - (a) Consult with the DHS/DCFS Case Manager regarding the need for a second extension.
    - (b) Upon approval by the DHS/DCFS Case Manager for the second extension, contact the DHS/DCFS Regional Designee and request a second extension of services in writing, up to a maximum of 30 days. The extension request must include the DHS/DCFS Case Manager's signature.
    - (c) Not perform services without the written approval of the DHS/DCFS Regional Designee and completion of a new PSA authorization for the second extension period. The written approval must be maintained in the Client's file and a copy ~~sent~~ emailed to the DHS/DCFS Case Manager.
- e. Record progress notes on each home visit within 48 hours of the home visit and include progress notes in the Client's file. Ensure the progress notes include at a minimum:
  - (1) The date of the home visit;
  - (2) Start and end time of each visit;
  - (3) The subject matter of each lesson and the goal it supports;
  - (4) The method used for each lesson;
  - (5) Other relevant information about the family; and
  - (6) Referrals made to community services/resources.
- f. Reasons for cancellation of a visit or any reduction in visit length or frequency shall be documented in the monthly progress report as outlined

in Section III, Part N, 1.

- g. Home visits shall be a minimum of once per week for at least 60 minutes (two units of service). Home visits shall be face to face and not exceed 4 hours per week (8 units of service). As the Client's skills improve and the family needs decrease, the frequency and/or duration of visits may decrease. The Contractor shall document the progress and justify changes in service delivery in the Client's file.

**M. PERFORMANCE BASED OUTCOME MEASURES**

The Contractor shall participate and collaborate with DHS/DCFS, the University of Utah Social Research Institute Staff, and the Title IV-E Waiver Evaluator to evaluate the degree to which they are using evidenced based practices and their program's effectiveness in improving outcomes for children and Clients.

**N. REPORTING REQUIREMENTS**

The Contractor shall ensure the following reporting requirements are met:

1. Progress Reports:

- a. Prepare and submit a brief written report to the DHS/DCFS Case Manager within 5 business days of a parenting session in which the Peer Parent identifies any change in safety or when requested by the DHS/DCFS Case Manager.
- b. Review the progress of each Client receiving services and prepare a written progress report monthly submitted to the DHS/DCFS Case Manager by the 15<sup>th</sup> of each month. Ensure the progress report contains at a minimum:
  - (1) Dates and duration of each home visit.
  - (2) Progress on parenting instructional plan objectives;
    - (a) Participation in services; and
    - (b) Demonstration of skills.
  - (3) The date that specific goals were achieved by the Client;
  - (4) Barriers encountered by the Contractor that inhibit the Client's progress;
  - (5) Change in needs (identification of new needs/needs or reduction of

- needs);
- (6) The decrease in visits and the reason for the decrease;
  - (7) Date and signature of the Peer Parent; and
  - (8) Date ~~sent~~ emailed to the DHS/DCFS Case Manager.
- c. Maintain a copy of all progress reports and court reports in the Client's file.
2. Quarterly Reports. Submit written quarterly reports to the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee for services provided in each contracted region no later than 30 days after the completion of each quarter (July-Sep: Oct-Dec: Jan-Mar: Apr-Jun). The quarterly reports shall include, at a minimum, the following statistics for each reported quarter:
- a. The Contractor's name, current reporting quarter, and the Contract number;
  - b. Number of Peer Parents at the end of the quarter;
  - c. Number of new Peer Parents trained/recruited;
  - d. Number of new families served. Include DCFS case numbers and organized by whether the case was referred from an in-home services case or an out-of-home services case;
  - e. Number of new adults served;
  - f. Number of new children served;
  - g. Number of ongoing children served;
  - h. Number of families whose services were closed successfully and had completed the goals in the instructional plan;
  - i. Number of families whose services were closed unsuccessfully and had not completed the goals in the instructional plan;
3. Annual Reports. Submit an annual service summary report to the DHS/DCFS Regional Designee no later than July 15<sup>th</sup> for each contract year, to include at a minimum:
- a. The Contractor's agency name, contract year and contract number;
  - b. Qualitative information: Outcomes, success stories and barriers encountered. Summarize reasons for goals not completed and reasons for premature case closures;
4. Provide any additional reports requested by DHS/DCFS.

## **O. RECORD KEEPING REQUIREMENTS**

1. Client Files: The Contractor shall maintain individual Client files for all Clients served. The Contractor shall ensure Client confidentiality and shall protect and secure confidential Client information in locked rooms or locked filing cabinets, or in secure electronic programs and have written policies and procedures on the release or disclosure of family records consistent with the DHS/DCFS contract requirements.

a. The Contractor shall ensure Client files include the following:

- (1) Date the Contractor was contacted by Client, DHS/DCFS Case Manager, or DHS/DCFS Regional Designee;
- (2) Referral form;
- (3) Initial assessment;
- (4) Instructional plan including goals set;
- (5) Monthly progress reports;
- (6) Documented contacts and attempted contacts with the Client and DHS/DCFS Case Manager;
- (7) Pre and post assessment;
- (8) Notes of all home visits, the reasons for any delay of services, including scheduling problems, and reasons why visits were not completed weekly;
- (9) Evaluation forms or documentation of refusal to complete the form;
- (10) Date of CFTMs attended;
- (11) Documentation and written approval of any extension of services beyond the initial 120 day period;
- (12) Discharge Summary; and
- (13) Purchase Service Authorizations.

2. Personnel Records:

The Contractor shall maintain personnel records for each of its staff providing

Peer Parent services as follows:

- a. Position description, including hire date;
- b. Documentation of all training courses completed, with date, number of hours, type of training, name of trainer and location of training;
- c. A current, signed DHS Provider Code of Conduct. This shall be reviewed and signed annually;
- d. Documentation of a current (to be screened each year), cleared background screening; and
- e. Peer Parent Supervisor: A copy of the Peer Parent supervisor's documentation of completion of Bachelor's Degree in the human services or related field; i.e., psychology, sociology, child development, social work; and proof of at least two years professional child welfare related work experience working directly with children and/or families.
- f. Peer Parent: Documentation that Peer Parent is 21 years of age or older.
- g. Peer Parent; Documentation if the Peer Parent is fluent in Spanish.

**Commented [JS13]:** Should combine this section with Training Requirements

#### **P. AUTHORIZATION TO PROVIDE SERVICE**

Prior to the Contractor providing services, the PSA shall be completed by the Case Manager and must include the needed service description, rate of pay, units authorized, start date and authorized signature. The Contractor shall:

1. Obtain written authorization from the Case Manager before peer parenting services are provided, in accordance with the Division's PSA process.
2. Not bill for services which have not been authorized in writing on the PSA.
3. Ensure that the PSA is signed by:
  - a. The Contractor,
  - b. The DHS/DCFS Case Manager,
  - c. The DHS/DCFS Case Manager's Supervisor, and
  - d. The DHS/DCFS Contract Monitor.

#### **Q. TRANSPORTATION**

The Contractor shall:

1. When required to transport a Client more than 60 miles round trip for family visits, court hearings or reviews, or health services, receive mileage reimbursement according to the mileage rate in the DHS Rate Schedule for all miles traveled.
2. Obtain prior written approval from the Case Manager for transportation of the Client more than 60 miles round trip. If the Contractor fails to obtain prior written approval from the Case Manager, the Contractor shall forfeit its claim to reimbursement.
3. Be entitled to a single reimbursement per trip regardless of the number of Clients transported. When the Contractor is required to transport Clients only one way of an otherwise reimbursable round trip, the Contractor shall be entitled to reimbursement for the full round trip.
4. Submit all requests for mileage reimbursement on a One-Time Payment Form within 90 days of the trip for which reimbursement is sought, and no later than 15 days after the end of the fiscal year. If the Contractor fails to request mileage reimbursement within this time frame, the Contractor shall forfeit its claim to reimbursement.

#### **R. BILLING**

The Contractor shall:

1. Bill the Division for Peer Parenting services based on the Contractor's contracted unit service rate for this service as approved through the PSA process. Contractors shall not be reimbursed for services not approved through the PSA process.
  - a. Payment of the Contractor shall be based on the Contractor's rate times the number of service units (based on a 30-minute unit) delivered.
  - b. The Contractor shall bill only for face-to-face peer parenting time with Clients regardless of whether one or both Clients (parents) are present.
  - c. Time billed for Peer Parent attendance at a CFTM are in addition to the eight units of service allowed for face to face home visits during a week. The PSA authorization shall include authorized units to attend the CFTM.
2. Submit requests for payments no later than the 20<sup>th</sup> day of the month following the billing month to the Region Contract Monitor.
3. Maintain service records that adequately support all billings submitted.